

Message

---

**From:** ServiceDesk v11 Notification [NoReply@Noreply.com]  
**Sent:** 12/21/2010 9:06:19 PM  
**To:** Hanchett, James (DPH) [James.Hanchett@state.ma.us]  
**Subject:** Incident 650000 Closed

Incident 650000 is Closed.

Assigned to: Byrne, Eric D

Customer: Hanchett, James L

Description: ARHO - VISIT - James called because there are 4 printers serviced in the Amherst drug lab.  
413-545-2607

Your Incident has been closed.

Closing Detail: Status changed from 'Resolution Provided' to 'Closed'.

Click on the following URL to view Incident:

[REDACTED]

If you have any further questions please contact the Customer Service Center at: 617-624-5877

\*\*\* DMH customers only...

AIT has completed the work on the problem you reported. We continually strive to improve customer service and would like your help in doing so. Please take a few moments, click on the link below and complete a brief survey regarding the following incident (please make note of the incident number as you will need that when completing the survey):

Thank you.

Incident 650000

[REDACTED]

Note: Please do not reply to this email.